

What is the Maryland Board of Pharmacy?

The Maryland Board of Pharmacy (the “Board”) is a state regulatory agency established to protect Maryland consumers and to promote quality health care in the field of pharmacy by:

- licensing pharmacists
- issuing permits to pharmacies and distributors and
- registered pharmacy technicians.

The Board sets standards for the practice of pharmacy through:

- regulations and legislation
- receiving and resolving complaints
- and educating consumers.

The Board is not a referral service, but it can answer questions about a licensee’s credentials or disciplinary status.

Licensure information can be found on the Board’s website. Go to www.mdbop.org and click on *Verify License*.

This means... you can expect quality health care from pharmacists, pharmacy technicians and pharmacies in the State of Maryland.

Pharmacist’s Responsibilities:

A few of the duties and responsibilities of licensed pharmacy staff members include:

- Filling prescriptions accurately
- Checking for appropriate drug use
- Providing patient counseling
- Providing a clean and safe environment
- Working with physicians and other health care providers to provide safe and effective medication use.



What is a Pharmacist Trained To Counsel Me About My Prescription:

- What it is supposed to do
- When the medicine should be taken and for how long
- How the medicine should be taken
- Common side effects
- Foods, drinks, other medicines, or activities that you should avoid while taking the medicine
- What to do if you miss a dose
- How you should store the medicine
- If there are any refills of the prescription

What Information Should I Tell My Health Care Provider and Pharmacist?

- The names of all prescribed and non-prescribed medicines you take, including the conditions for which you take them
- Any allergies to medications
- Any problems with medications you are taking
- If you are or could be pregnant
- If you are a smoker

Is It Important That I Take Medications As Prescribed?

Yes—it is very important. Not taking your medications as prescribed can produce serious, disabling health complications.

If you have trouble remembering or understanding the directions for a medication’s used, call your pharmacist for the information you need.

How Can I Avoid Harmful Drug Interactions?

Obtain all of your prescription medications at the same pharmacy and keep careful records of the medications you are taking. Bring a list of medications to your health care providers

and pharmacists who may not be familiar with your complete medication history.

Always let your health care provider or pharmacist know if you have an unexpected reaction to a medication.

Are All Medications That Are Sold Without A Prescription Free From Side Effects?

No. Many “over the counter” medications were prescription drugs at one time, and many contain the same active ingredients as prescription drugs.

Before you take any medication, including “over the counter” drugs, seek the advice of your pharmacist or physician.

What Should I Do If I Have A Complaint?

Attempt to resolve any complaint directly with your pharmacist or pharmacy representative. If this is not possible, a complaint may be filed with the Maryland Board of Pharmacy.

How Do I File A Complaint?

You may contact the Board at **410-764-4755**, and request a complaint form, which will be mailed or faxed to you.

You may also visit the Board’s website, at www.mdbop.org, click on “*Consumer Information*” and download the form. Complaints may be submitted online.

The Board investigates ALL complaints it receives. The type of complaints filed with the Board may include:

- Dispensing Errors
- Denial of Service
- Failure to counsel when requested
- Poor Record Keeping
- Breach of Confidentiality
- Substance Abuse

What Is the Board's Complaint Process?

After the Board receives a complaint, the pharmacist(s) and/or pharmacy owner will be notified of the complaint and asked to provide an explanation. The Board's Disciplinary Committee reviews the complaint and the explanation and recommends action to be taken to the full Board.

Many complaints are resolved within 90 days of receipt. If the complaint involves multiple parties or complex issues, the review may take longer. Still, most complaints are resolved within six (6) months.

The person who files the complaint is notified when the review is completed and provided with any information that may be disclosed. The Board keeps a record of all complaints.

Complaints may be resolved informally or may result in formal action against a licensee or pharmacy owner. Examples of informal action include letters of agreement, letters of education, and letters of admonishment. A letter of agreement may require the licensee or permit holder to take corrective action. These informal actions are non-public and the specific actions taken are required by law to be kept confidential.

Formal action may include a reprimand, the suspension of a license or permit, and/or assessment of a monetary fine. Formal actions result in public orders that may be disclosed upon written request under the Maryland Public Information Act.

Important Numbers/ Websites

Maryland Attorney General Consumer Protection Division

410.576.6550

www.oag.state.md.us/consumer

Maryland Pharmacy Assistance Program

410.767.5800

www.dhmf.state.md.us/mma/mpap

Maryland Poison Center

1.800.222.1222

www.mdpoison.com

Division of Drug Control (DDC)

410.764.2890

www.dhmf.state.md.us/drugcont

Food & Drug Administration (FDA)

410.962.3396

www.fda.gov

Drug Enforcement Agency (DEA)

410.962.7580

www.dea.gov

Maryland Board of Pharmacy

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E-mail: mdbop@dhmf.state.md.us

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What You Should Know About Pharmacy In Maryland



Consumer Information

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